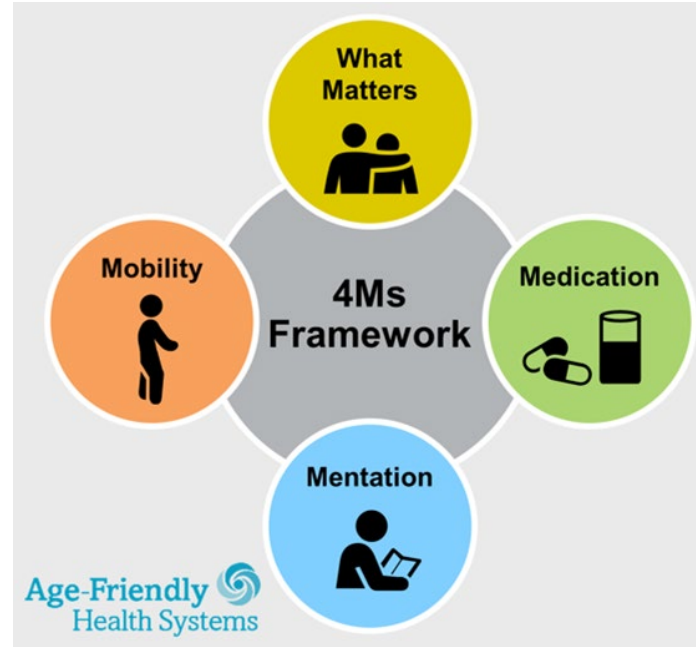


Age-Friendly Healthcare and Communication

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on Aging



Objectives

01

Age-Friendly
Healthcare

The 4 M's
Framework

02

Age –Friendly
Communication

03

Difficult
Situations

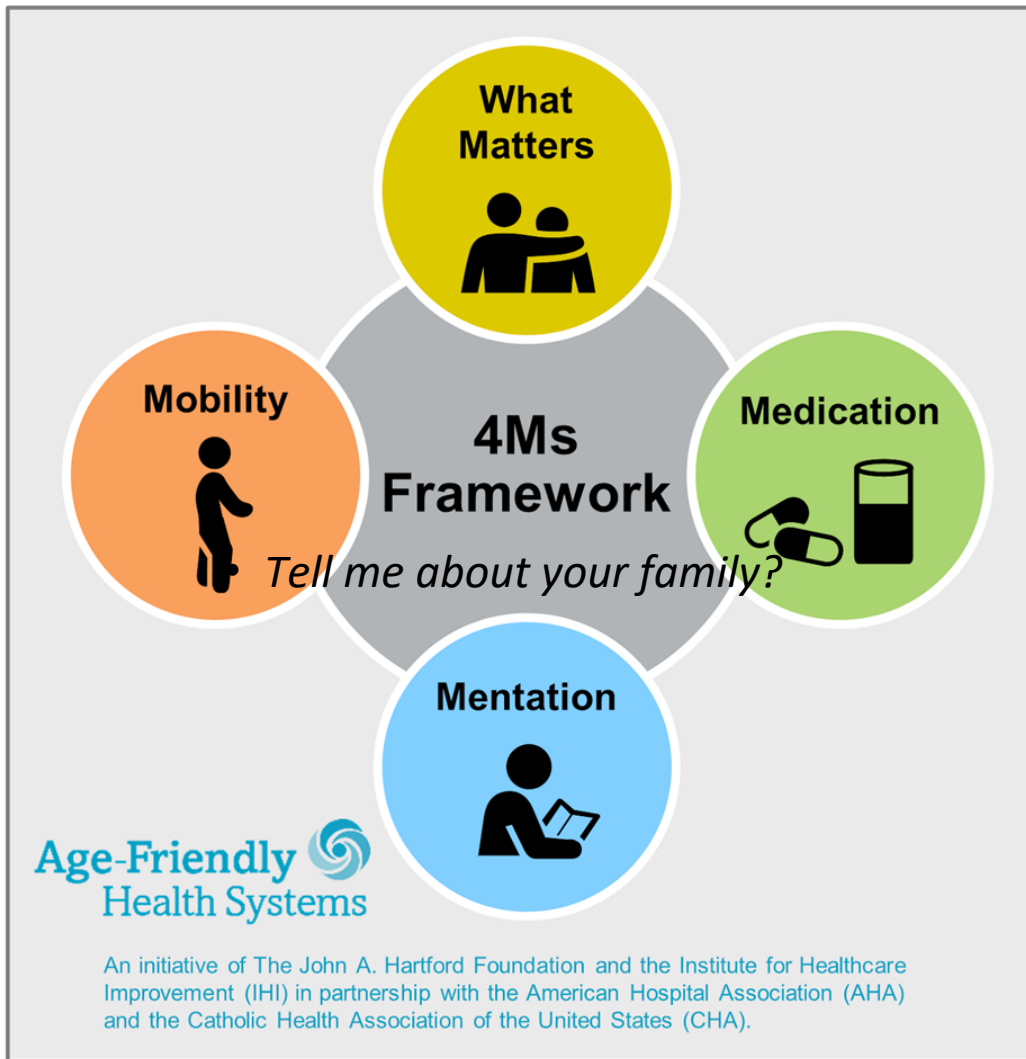
The Key Components of Age-Friendly Care



- Mentation
- Mobility
- Medication
- What Matters

Dr. Mary Tinetti, Chief of Geriatrics at Yale School of Medicine and Yale-New Haven Hospital, describes an Age-Friendly Care

<https://www.ihl.org/initiatives/age-friendly-health-systems>



For related work, this graphic may be used in its entirety without requesting permission.
Graphic files and guidance at [ihi.org/AgeFriendly](https://www.ihi.org/AgeFriendly)

What Matters

Know and align care with each older adult's specific health outcome goals and care preferences including, but not limited to, end-of-life care, and across settings of care.

Medication

If medication is necessary, use Age-Friendly medication that does not interfere with What Matters to the older adult, Mobility, or Mentation across settings of care.

Mentation

Prevent, identify, treat, and manage dementia, depression, and delirium across settings of care.

Mobility

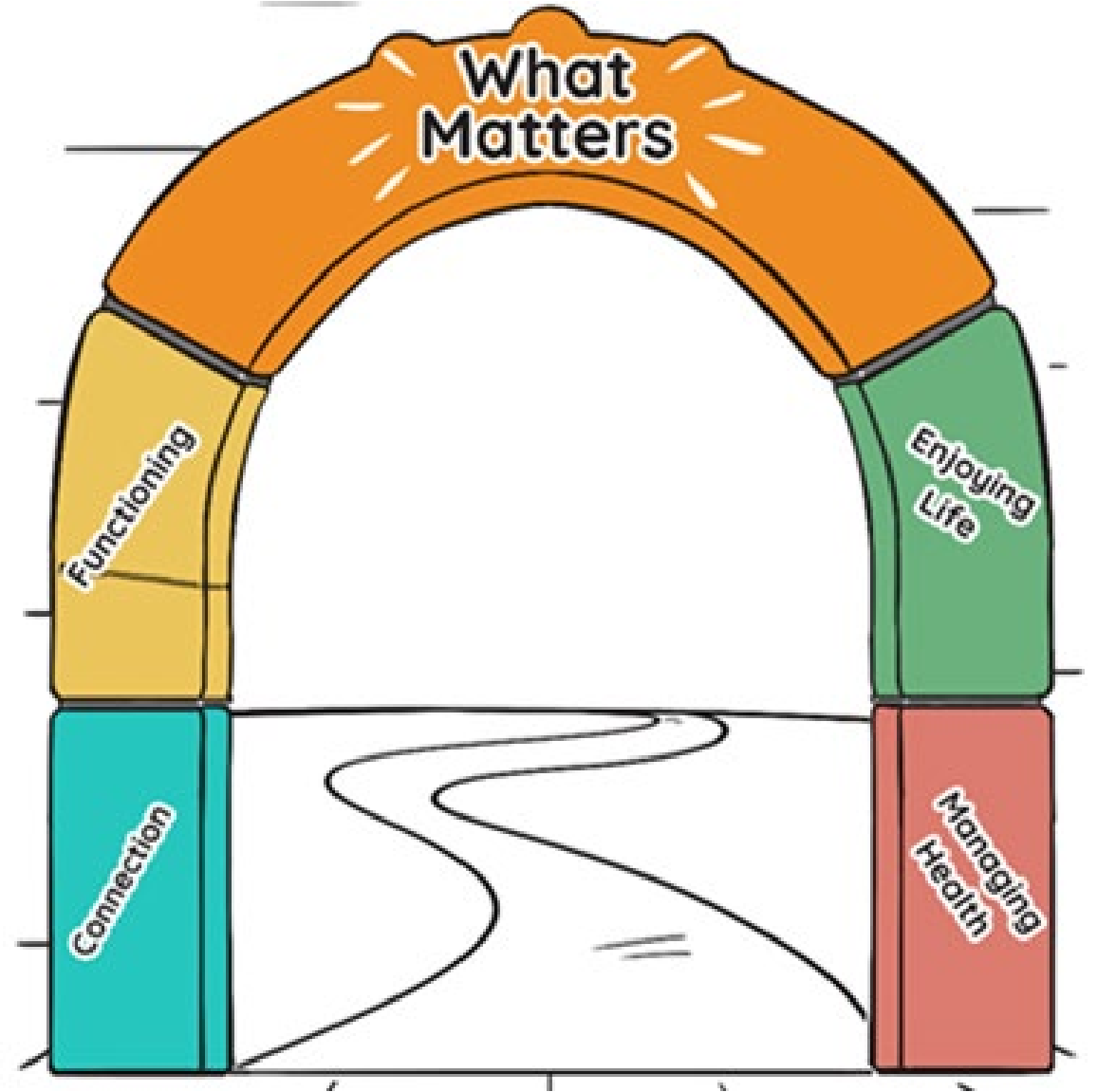
Ensure that older adults move safely every day in order to maintain function and do What Matters.

<https://www.ihi.org/initiatives/age-friendly-health-systems>

WHAT MATTERS

What Matters is the keystone “M” of the 4 M’s of Age-Friendly care.

What Matters guides how we treat people so that health outcomes align with what matters most to them.



MEDICATIONS



When medication is necessary, providers are asked to prescribe Age-Friendly medication that does not interfere with the other 3 “M’s” – what matters, mobility and mentation.

MENTATION

Prevent, identify, treat
and manage **dementia**,
depression, and **delirium**
across settings of care.



MOBILITY

Mobility ensures that older adults move safely every day to maintain function and do **What Matters.**





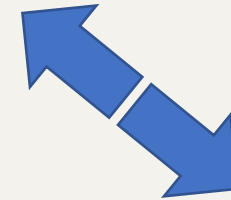
Communication

VALIDATION



Exploration

Validates feelings
and their
experiences.



Redirection/ Diversion

Feeling ignored, unloved
and confused.

Validation vs Redirection

“I really don’t want to move out of my home.”

Our answer: “But imagine how much fun you are going to have.” (*redirect/divert*)

We mean well, trying to re-focus on more pleasurable thoughts (created confusion/invalidates reality).

What could we say instead:

“It sounds like you are not ready at all to leave your home.” Tell me a little more about it. (*explore feelings*)

“Touch with
your eyes.”
Naomi Feil

Genuine, close eye contact –
leads to feelings of being loved and
understood.



Tone of Voice

Warmth and Empathy

A clear, low, nurturing tone of voice can be heard and **triggers memories of loved ones and reduces stress.**



Using an **adult-to-adult** voice tone shows **respect** and **builds** a trusting relationship.

Use lots of

...



Empathy

The ability to put yourself in another person's shoes.

The ability to enter the other person's world.

The ability to feel what they are feeling.





Become an Exquisite Listener



**An
exquisite
listener ...**

Does not try to make it better.

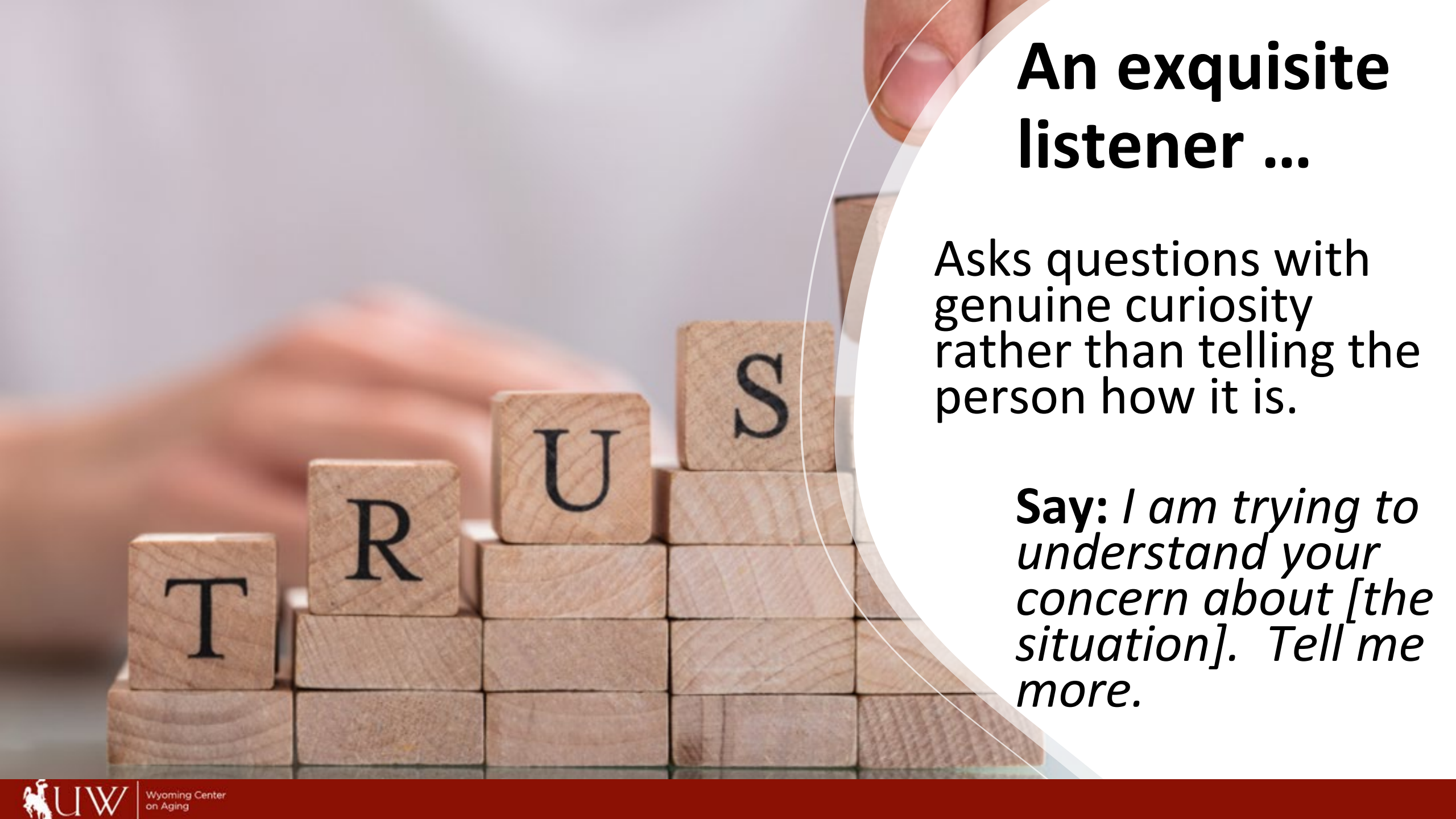
Say: This sounds like a very difficult situation. So many things to consider.

An exquisite listener ...

Is **non-judgmental** and accepts the person's perception of their reality.

Say: *"I can see how you really like your independence and freedom in your own home. Tell me a little more about how you live?"*



A hand is placing a wooden block on top of a pyramid of wooden blocks. The blocks in the pyramid spell out 'T R U S' from left to right. The background is a blurred image of a person's hands.

An exquisite listener ...

Asks questions with genuine curiosity rather than telling the person how it is.

Say: *I am trying to understand your concern about [the situation]. Tell me more.*

An exquisite listener ...

rephrases.

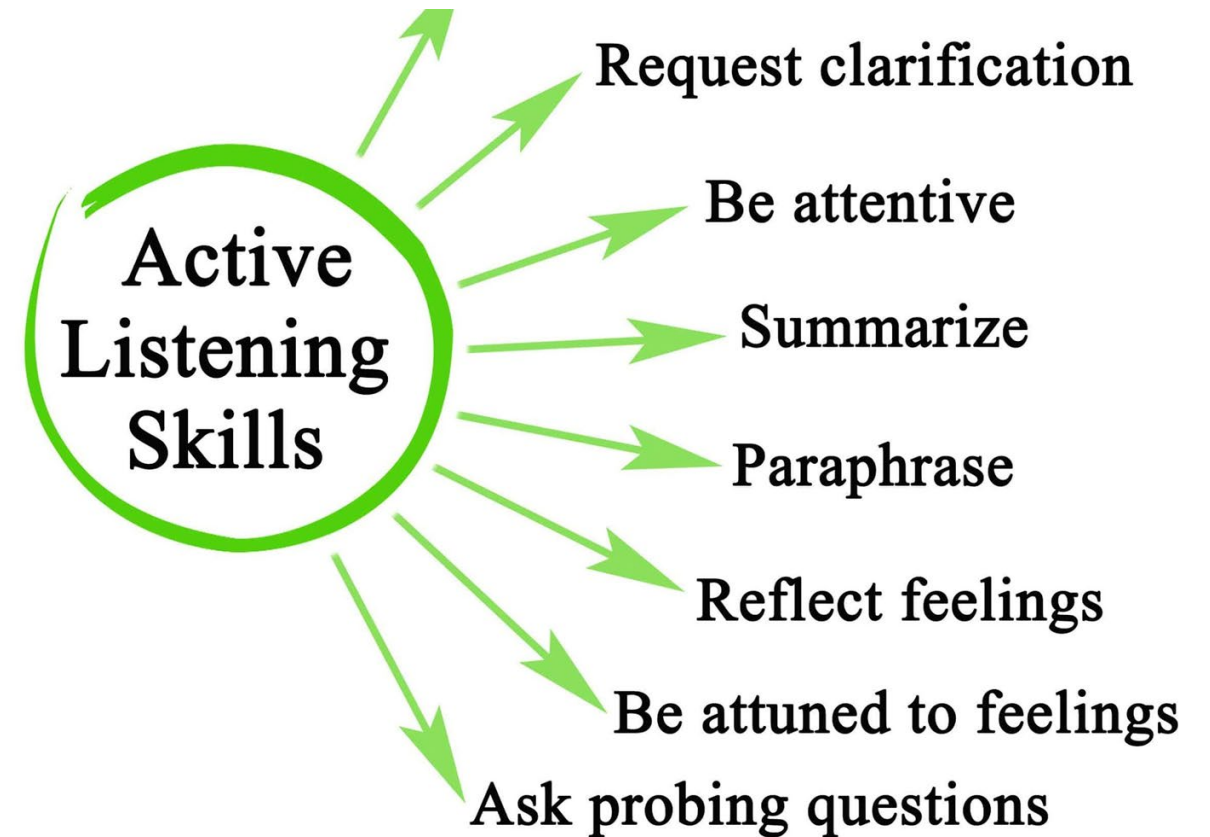
Restate the gist of what the person said using their key words.

Be genuine.

Say: What I heard is...

This is what I heard...

Is this right?





Difficult Situations

An exquisite listener ...

doesn't argue.

Example: *"You have never been in this situation. You just don't understand."*

Say: *You are right, I have not had to make this kind of decision and I can see how this is really difficult for you.*



**Identify your gut reaction.
Take a deep breath.
Clear your mind.
Set thought and judgment
aside.
Acknowledge your feelings.**

**An exquisite listener ...

stays centered.**



In difficult situations an exquisite listener.....

- 1. Listens intently.**
- 2. Repeats back what they heard – focus on emotions.**
- 3. “What can I do for you now?”**





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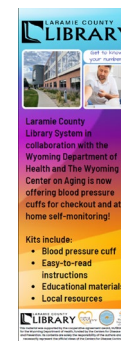
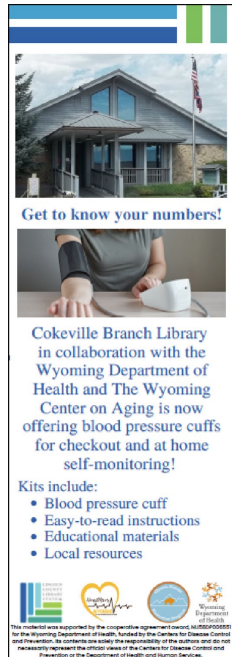
Wyoming Center
on Aging



Our Mission is to optimize the health and wellbeing of WY's older residents and their caregivers through interagency partnerships, basic and applied research, community education, and clinical training and services.

Library Blood Pressure Kit Program

- Tackle box and components
 - Blood pressure cuff
 - Manual in English and Spanish
 - Patron bag with materials
- Marketing
 - Flyers for library and community
 - Bookmarks
 - Social media ads
 - Letter and flyer to primary care providers in the community
 - Letter and flyer to resource partners in the community
 - Press release about program implementation
 - Flyers are being used at local health fairs



Contact us



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